

## TAX COLLECTION SUPERVISOR - 2215

### **General Definition of Work:**

Performs advanced technical work in the collection of current and delinquent property taxes. Work is performed under the regular supervision of the Tax Collection Manager. Supervision is exercised over subordinate personnel.

### **Essential Functions/Typical Tasks:**

**Supervising, assigning and participating in processing foreclosure and bankruptcy proceedings; supervising, assigning and participating in collecting current and delinquent taxes; assisting citizens with tax collection information and inquiries; maintaining detailed records and files.**

*(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Responsible for supervising, training and evaluating staff and has substantial influence in hiring and other employment decisions.
- Helps implement foreclosure proceedings following the procedure in North Carolina General Statutes.
- Maintains foreclosure cost sheets and checklists.
- Keeps detailed records and files concerning each foreclosure; types letters and notices pertaining to foreclosures.
- Assists with bankruptcy proceedings; maintains a variety of detailed records and files associated with bankruptcies.
- Files claims in court for delinquent taxes; helps prepare all necessary documents to file claims.
- Receives and receipts tax payments; enters payments into computer system; closes out and balances cash drawer daily; makes bank deposits.
- Searches deeds for ownership information; researches judgments, civil and special proceedings and estates.
- Opens and processes mail payments; checks bills and payments for accuracy.
- Helps taxpayers, attorneys, real estate and mortgage companies with tax collections and related information.
- Collects delinquent taxes by researching records and using a variety of sources to contact property owners.
- Performs related tasks as required.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of tax collection terminology, methods and procedures and of standard office procedures, practices and equipment. Skill in the use of a variety of office machines, computers and applicable software applications. Ability to understand and follow oral and written directions; to follow detailed work procedures; to post accounts and to perform mathematical computations with speed and accuracy; to type accurately at a reasonable rate of speed; to supervise the work of subordinates; and to establish and maintain effective working relationships with associates, subordinates and the general public.

### **Education and Experience:**

Requires graduation from an appropriately accredited community college with major course work in business, bookkeeping, accounting or a related field, considerable collection experience and some supervisory experience. An equivalent combination of education and experience may be considered.

### **Physical Requirements:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **Special Requirements:**

Possession of or ability to obtain North Carolina Department of Revenue certification as a Tax Collection Supervisor within three (3) years of employment.

HR revised 8-5-2011